
REQUEST FOR PROPOSALS

0634-232

- Project Title:*** Foster Intervention and Retention Support Team (FIRST)
- Estimated Contract Period:*** October 1, 2006 through March 31, 2008
Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Proposal Due Date:*** All Proposals whether mailed or hand delivered must arrive by **5:00 p.m.** Pacific Standard time on **August 24, 2006**. **Faxed bids WILL NOT be accepted. E-mailed bids WILL NOT be accepted.**
- Submit Proposal To:***
- Proposal Delivered by Mail:**
Sheila R. Anderson, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central Contract Services
PO BOX 45811
Olympia, WA 98504-5811
- Proposal Delivered by Express / Hand Delivery, Or Courier:**
Sheila R. Anderson, RFP Coordinator
Department of Social and Health Services
Administrative Services Division / Central Contract Services
4500 10th Avenue SE
Lacey, WA 98503
- DSHS Procurement Website:*** <http://www1.dshs.wa.gov/msa/ccs/>

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SECTION I. INTRODUCTION

A. PURPOSE OF REQUEST FOR PROPOSAL

The Department of Social and Health Services (Department or DSHS), Children's Administration (CA), intends to award one statewide contract to a qualified organization to provide services for the statewide Foster Intervention Retention and Support Team (FIRST) program.

Qualified bidders will be asked to provide statewide assistance to foster parents who are undergoing investigation for Child Protective Services (CPS) or licensing allegations made against them in the performance of their duties as foster parents.

B. BACKGROUND

CA contracts for services to foster parents who are undergoing investigation for CPS allegations for neglect and abuse or for licensing violations. Foster parents can call a telephone number to receive such services. The service has been provided in the form of neutral third-party advice which does not constitute legal advice.

It is the intention of CA to contract with an organization to provide the services from October 1, 2006 to March 31, 2008

Such an organization should be able to oversee and provide administrative support for any individuals performing services under the contract awarded as a result of this RFP.

C. PROJECT SCOPE

Currently, the contractor carries a cell phone provided by CA and answers calls between 8 a.m. and 8 p.m. Monday through Saturday. All voice mail messages left on the phone must be answered within 48 hours.

Bidders will be asked to describe how they will provide FIRST services.

In addition to the requirements listed in the paragraph above, bidders will be asked to:

- Answer all telephone calls received during the normal business hours within two hours.
- Provide neutral third-party advice to those who call. Such information would include, but not be limited to:
 - Policies, procedures and Washington Administrative Code requirements governing investigation of allegations of child abuse/neglect or licensing violations by foster parents;
 - The process used by CA to investigate allegations, including expected timelines for the investigation;
 - Other factors or issues that foster parents can expect during the course of an investigation

Funding provided for the program for the 18-month duration of the resulting contract shall be a total of \$75,000.

The contractor chosen as a result of this RFP will also be expected to provide monthly reports on activity and backup documentation as requested, such report information shall include:

- The number of calls;
- Names and contact information of the callers;
- Time and day of the week of calls;
- Length of calls;
- Number of contacts with individual callers;
- A summary of the type of information or advice callers were seeking;
- A summary of the actions taken by the Contractor; and
- Other information to be negotiated at the time the contract is executed.

The specific form of the reports and any further documentation will be negotiated with the Apparently Successful Bidder.

To measure the effectiveness of the FIRST program, CA will quarterly call individuals who have called the FIRST line to measure their level of satisfaction with the responses they received.

D. MINIMUM QUALIFICATIONS

Bidders **must address their minimum qualifications as part of the Administrative Requirements Section.** Each bidder shall demonstrate a minimum of two (2) years experience for each qualification. Minimum qualifications will be reviewed during the Administrative Review of each bidder's proposal. Any bidder's proposal that does not address the minimum qualifications below shall be considered non-responsive and will not continue through the evaluation process.

- Working knowledge of the foster care system. This would include knowledge of the rules and regulations of governing foster care, particularly those governing the investigation of allegations of child abuse/neglect or licensing violations by foster parents.
- Demonstrated understanding of working with foster families from a variety of cultures and communities.
- Experience in providing advice and/or support to foster parents, especially advice and/or support given about difficult or emotional circumstances involving children in the care of foster parents.
- Demonstrated financial viability and stability.

E. FINANCIAL ASSESSMENT

A Financial Assessment form has been included as Exhibit D. DSHS will only require a completed Financial Assessment form if you are designated as the

Apparently Successful Bidder. DSHS will request a completed Financial Assessment form at that time.

F. DEFINITIONS

See Exhibit A, Definitions, for the meaning of certain terms used in this RFP.

SECTION II. GENERAL INFORMATION

A. PROCUREMENT CONTACT INFORMATION

Upon release of this RFP, all communications concerning this RFP must be directed only to the RFP Coordinator listed below. Any communication directed to the Department's staff, or its consultant, other than the RFP Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to the Department. Bidders should rely only on written statements issued by the RFP Coordinator.

DSHS RFP Coordinator

Contact: Sheila R. Anderson, RFP Coordinator
Department of Social & Health Services
Administrative Services Division / Central Contract Services

Mailing Address: P.O. Box 45811
Olympia, Washington 98504-5811

Physical Address: 4500 10th Avenue SE
Lacey, Washington 98503

Telephone: (360) 664-6056

FAX: (360) 664-6184

E-mail Address: AnderSR2@dshs.wa.gov

B. ACCEPTANCE OF RFP TERMS

A Proposal submitted in response to this RFP shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Proposal a signed Bidder Information, Certificates and Assurances Form attached hereto as Exhibit B. A Bidder must clearly identify and thoroughly explain any variations between its Proposal and DSHS' RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFP.

C. PROCUREMENT SCHEDULE

The Procurement Schedule outlines the tentative schedule for important action dates and times. DSHS reserves the right to revise this schedule at any time and will post any amended schedules on the DSHS Procurement website.

Figure 1. *PROCUREMENT SCHEDULE*

Item	Action	Date
1.	Issue RFP	August 10, 2006
2.	Last Date for Accepting Bidder Written Questions by 5:00 p.m. Pacific Standard Time	August 14, 2006
3.	Issue Response to Written Questions No Later Than	August 18, 2006
4.	Proposal Submission Due by 5:00 p.m. Pacific Standard time	August 24, 2006
5.	Proposal Evaluation	August 31, 2006
6.	Oral Interviews, If Required	September 8, 2006
7.	Notify Apparently Successful Bidder	September 11, 2006
8.	Notify Unsuccessful Bidders	September 11, 2006
9.	Begin Contract Negotiations	September 11, 2006
10.	Bidder's Request for Debriefing Due by 5:00 p.m.	September 13, 2006
11.	Hold Debriefing Conferences	September 15, 2006
12.	Bidders' Protests Due	September 22, 2006
13.	Contract Execution and Start Date	October 1, 2006

D. CONTRACT

DSHS intends to award one contract to provide the services described in this RFP. A maximum of \$112,500 in funding is available for the eighteen month time period from October 1, 2006 to March 31, 2008.

The initial contract term shall be from October 1, 2006 to March 31, 2008, but DSHS and the contractor may agree to extend the contract for an additional 18 months provided that funding is available. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington.

Bidders should familiarize themselves with the requirements prior to submitting a Proposal.

E. INSURANCE

The Apparently Successful Bidder must comply with the insurance requirements identified in the Sample Contract attached hereto as Exhibit C.

F. CONTRACT AMENDMENT

Additional services that are appropriate to the scope of this RFP, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

G. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this RFP shall become the property of DSHS. All proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract, if any, resulting from this RFP is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17.

Bidder's proposal must include a statement on the Letter of Submittal identifying each page of your proposal which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your proposal without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire proposal proprietary.

H. WRITTEN REPRESENTATIONS

Proposals should be based on the material contained in this RFP, any related amendment(s), and any questions and answers directed through the RFP Coordinator.

I. QUESTIONS AND ANSWERS

Bidders should fax, e-mail or mail written questions to the RFP Coordinator **by 5:00 p.m. on August 14, 2006**. Early submission of questions is encouraged. Questions and Answers will be on the DSHS Procurement website **on or around August 18, 2006**.

J. RFP AMENDMENTS

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFP. Amendments will be posted on the DSHS

Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFP, whichever document was issued last in time shall be controlling.

K. RETRACTION OF THIS RFP

DSHS and the State of Washington are not obligated to contract for the services specified in this RFP. DSHS reserves the right to retract this RFP in whole, or in part, at any time without penalty.

L. SUBMISSION OF PROPOSALS

Proposals must be prepared and submitted no later than the proposal submission date and time specified in the Procurement Schedule. The proposal is to be sent to the RFP Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Procurement Contact Information. DSHS will not accept any proposal submitted by fax. DSHS will not accept any proposal submitted by email.

You should allow sufficient time to ensure timely receipt by the RFP Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your proposal.

DSHS reserves the right to disqualify any proposal and withdraw it from consideration if it is received after the proposal submission due date and time. All proposals and any accompanying documentation become the property of DSHS and will not be returned.

M. NONRESPONSIVE PROPOSALS

All proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. DSHS may reject or withdraw your proposal at any time as nonresponsive for any of the following reasons:

- Incomplete proposal;
- Submission of alternative proposals;
- Failure to comply with any part of this RFP or any exhibit to this RFP;
- Submission of incorrect, misleading, or false information.

N. MINOR IRREGULARITIES

DSHS may waive minor administrative irregularities related to any proposal.

O. COST TO PROPOSE

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a proposal for this RFP.

P. JOINT PROPOSALS

If you submit a joint proposal, with one or more other bidders, you must designate the prime bidder. The prime bidder will be DSHS' sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the contract.

Q. EXHIBITS

Exhibits to this RFP are:

- Exhibit A – Definitions,
- Exhibit B - Bidder Information, Certifications and Assurances Form,
- Exhibit C - Sample Contract, and
- Exhibit D – Financial Assessment Form

You should be sure that you have downloaded a complete copy of this RFP and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/>. If you are unable to download the documents, you should contact the RFP Coordinator.

It is not a ground for protest if your copy of this RFP should be missing any exhibit or pages of the RFP.

R. WITHDRAWAL OF PROPOSALS

After a Proposal has been submitted, Bidders may withdraw a proposal at any time up to the proposal submission date and time specified in the Procurement Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFP Coordinator. After withdrawing a previously submitted proposal, the Bidder may submit another proposal at any time up to the proposal submission date and time.

S. NOTIFY APPARENTLY SUCCESSFUL BIDDER

DSHS will notify the Apparently Successful Bidder on or about the date and time specified in the Procurement Schedule of the selection of the Apparently Successful Bidder by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time specified in the Procurement Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

T. BIDDER DEBRIEFING CONFERENCE

If DSHS does not select your proposal, you may request a debriefing conference **by September 13, 2006**. You must submit your request in writing by fax, e-mail, or mail to the RFP Coordinator.

Debriefing conferences will be held on **September 15, 2006**. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your proposal;
- Critique of your proposal based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

Identification of the other Bidders, their proposals or evaluations will not be allowed.

U. PROTEST

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the Unsuccessful Bidders. In order to submit a protest under this RFP, a Bidder must have submitted a Proposal for this RFP, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

1. GROUNDS FOR PROTEST

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFP document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

2. PROTEST FORM AND CONTENT

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFP number and name of the issuing agency;

- A detailed and complete statement of the specific action(s) by DSHS under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFP Coordinator using the same mailing or delivery address provided in this RFP for submitting your proposal. *Protests may not be submitted by fax or email.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

4. PROTEST PROCESS

The RFP Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFP and any amendments,
- your proposal,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your proposal.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFP Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receives your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFP Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS's actions;
- 2) Find that any errors in the RFP process or in DSHS' conduct did not influence the outcome of the RFP, and uphold DSHS' actions; or
- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:

- That DSHS correct any errors and re-evaluate all proposals affected by its determination of the protest;
- That DSHS reissue the RFP document; or
- That DSHS make other findings and take such other action as may be appropriate.

V. EXECUTION OF THE CONTRACT

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit C.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFP and the terms of your proposal.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

SECTION III. PROPOSAL CONTENTS

A. PROPOSAL CONTENTS

The four major sections of the proposal are to be submitted in the order noted below:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 2: Technical Proposal
- Section 3: Qualifications Proposal
- Section 4: Cost Proposal

Proposals must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described in Section III E. through III G. All questions must be answered and all items must be included as part of the proposal for the proposal to be considered responsive, even though certain items may not be scored.

B. FORMAT OF PROPOSAL BINDERS

- Proposals must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- A font size not less than 12 point must be used.
- Proposals must be submitted in separate three-ring binders.
- Each section noted in Section III.A above, shall have tabs separating the major sections of the Proposal.
- Each binder shall have your name stated as below.

Proposal to RFP#0634-232

Statewide Toll-Free Line for Foster and Adoptive Parent Recruitment

Your Organization's Name

C. NUMBER OF BINDERS

The bidder shall submit one binder marked "Original", and five binders marked "Copies" for each regional proposal they submit

In additional, the bidder shall include one soft copy in Microsoft Word 2000 file format or Microsoft Excel 2000 file format if appropriate on a portable media or

electronic readable media (Compact Disc (CD-ROM) or 3.5" diskette), with a label on the CD or diskette identifying your name and RFP#0634-232, Foster Parent Recruitment and Retention.

D. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF PROPOSAL BINDER)

Please respond to each item in the same order in which they appear.

1. Letter of Submittal

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFP#0634-232.

The Bidder's Letter of Submittal must include the following:

- Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- The name of your contact person for this RFP;
- A detailed list of all materials and enclosures included in your Proposal;
- A list of all RFP amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFP amendments, include a statement to that effect;
- The Bidder's guarantee that its Proposal, as submitted, will remain in full force and effect for 180 days;
- A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- Identification of the page numbers on the Bidder's Proposal that are marked "Proprietary or Confidential" Information; and
- Any statements you wish to convey to the RFP Coordinator, including any variations between your proposal and the RFP.

2. Bidder Information, Certificates and Assurances Form

A completed Bidder Information, Certificates and Assurances Form Exhibit B. Please sign and include any attachments that are necessary.

3. Minimum Qualifications

A statement explaining how the Bidder meets the minimum qualifications stated in Section I. D.

E. TECHNICAL PROPOSAL (SECTION 2 OF PROPOSAL BINDER)

Please respond to each question in the same order in which they appear. Please limit your response to 1 page per question.

1. Describe how you would operate the FIRST Program and any new or creative ways you would use to make it more effective. (40 points).

F. QUALIFICATIONS PROPOSAL (SECTION 3 OF PROPOSAL BINDER)

Please respond to each question in the same order in which they appear. Please limit your response to 1 page per question.

2. Demonstrate your capacity to operate the FIRST program, including your capacity to provide information for monthly reports as described in the Project Scope section above. (40 points)
3. Describe your knowledge of the rules and regulations governing the Washington state foster care system, particularly those governing investigations into child abuse/neglect or licensing violations by foster parents. (30 Points)
4. List any experience you have in supporting or giving advice to foster parents, particularly advice or support given during difficult or emotional circumstances involving children in the care of foster parents. (30 points)
5. Indicate the person who would be chiefly responsible for operating the FIRST program and the qualifications of that person. (40 points)
6. Indicate your readiness to operate this program as of the start date of this contract. (35 Points)

G. COST PROPOSAL (SECTION 4 OF PROPOSAL BINDER)

Please respond to each question in the same order in which they appear. Please limit your response to 1 page per question.

7. Provide a budget for providing this service, outlining the proposed costs and a short narrative description of how the money would be spent. (25 points)

SECTION IV. EVALUATION

A. EVALUATION PROCEDURE

Responsive proposals will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of proposals shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder proposals. DSHS, at its sole discretion, may select finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of bidders selected as finalists.

B. PROPOSAL EVALUATION

Each Proposal will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Proposal must meet the Administrative Requirements to be eligible to submit a proposal to this RFP. If your proposal does not meet all Administrative Requirements for this RFP, DSHS may consider your proposal nonresponsive and withdraw it from consideration at any time. Evaluators will score all responsive proposals and award points up to the maximum points available for each question.

C. SCORING OF PROPOSALS

The maximum number of evaluation points available is **315**. The Administrative Requirements are evaluated on a pass/fail basis. The following points will be assigned to the proposal for evaluation purposes:

WRITTEN PROPOSAL

Technical Proposal -	40 Points
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Experience and Qualifications-	175 Points
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Cost Proposal -	25 Points
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Sub-Total (for Written Proposal)	240 Points
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Oral Presentations [finalist(s) only]	<i>75 Points</i>
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TOTAL	315 Points
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Your sub-total score for the written proposal will be the average of the scores of the evaluators who review your written proposal. Your final Total Evaluation Score will be the average points awarded for your written proposal and your oral presentation, if applicable.

D. EVALUATION OF ORAL PRESENTATIONS

DSHS may, after evaluating the written proposals, elect to schedule oral presentations of the finalists. The RFP Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFP. These evaluators may include evaluators who reviewed the written proposals or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFP requirements and evaluation criteria.

E. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this Procurement.

Exhibit A

Definitions

DEFINITIONS

The following terms which appear in this RFP have the meaning that is defined below for the purposes of this RFP:

- Apparently Successful Bidder - A bidder selected as having submitted a successful proposal, based on the final determination of DSHS management taking into consideration the bidder's final proposal score and which proposals best meet the needs of DSHS. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFP.
- Bidder - An individual, organization, public or private agency, or other entity submitting a proposal in response to this RFP.
- Contractor – Individual or Company whose proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- Issue - To mail, post or otherwise release this RFP as a public document to interested parties.
- Key Personnel - Staff being proposed to do the work under this proposal.
- Proposal - All material prepared and assembled by a bidder, and which the bidder submits in response to this RFP.
- Protest - An objection by the bidder, in writing, protesting the results of this RFP, and which complies with all requirements of this RFP.
- RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- RFP - Request for Proposals; i.e., this RFP document.
- RFP Coordinator - The person named in this RFP as the RFP Coordinator, or the RFP Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFP for potential bidders and other interested parties.
- Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- Submit - To deliver to the DSHS RFP Coordinator any of several documents described in this RFP and in the manner specified in this RFP.
- WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)

- You - The person, agency, or organization requesting a copy of this RFP or submitting a proposal in response to this RFP.